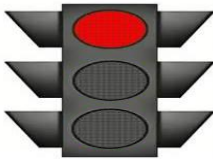
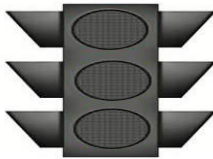


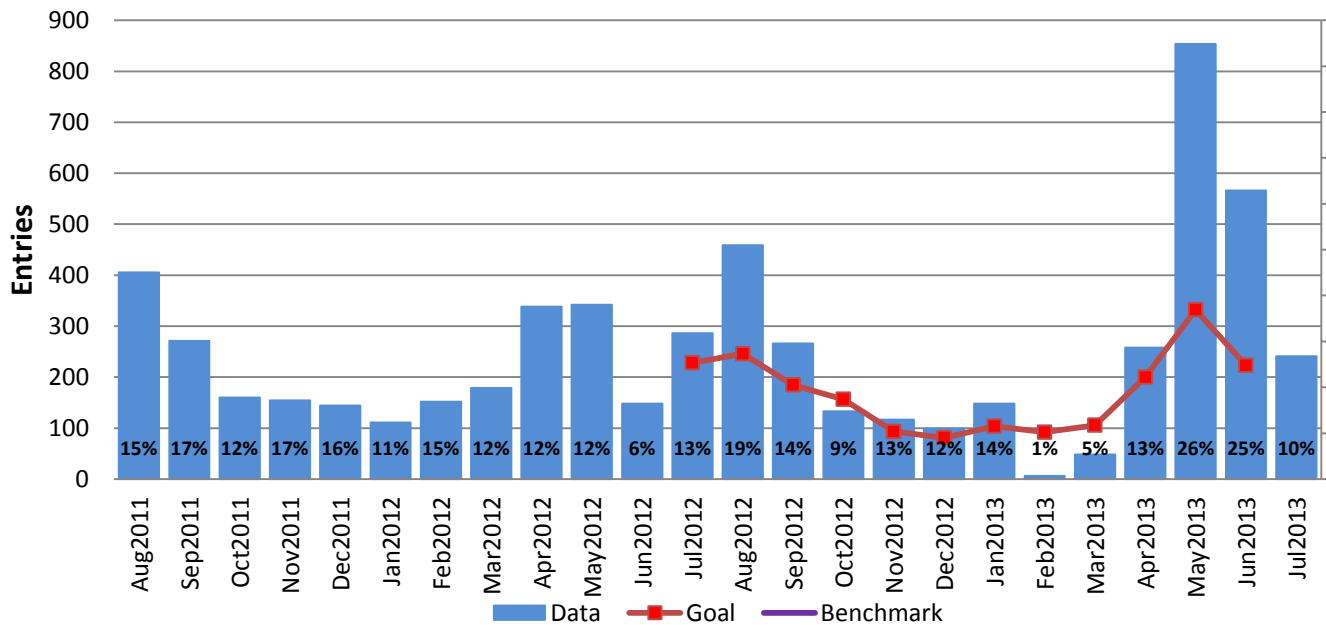
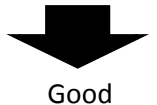
MetroCall 311 Entries Not Resolved

Codes & Regulations

8/22/2013

Measurement method		Why measure?		What is our goal?	
The number of work requests driven by citizen inquiry through MetroCall311 that are not resolved within 15 days		To see how well Codes and Regulations is meeting citizen needs		FY13's Goal was 10% of entries not resolved within 15 days; Codes is waiting to set a goal for FY14 until the Case Management system is fully fixed	
How are we doing?					
Aug2012-Jul2013 12 Month Goal	Aug2012-Jul2013 12 Month Actual		Jul2013 Goal	Jul2013 Actual	
1,818	3,195		N/A	241	
Entries	Entries		Entries	Entries	
Note: Raw data supporting this chart will be available on the open data portal in the future. http://portal.louisvilleky.gov/service/data				Performance Stoplight Key	
				Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data	

MetroCall 311 Entries Not Resolved



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